

# Privacy Policy - ONLINE S.A.S

ONLINE S.A.S is committed to protecting and respecting your privacy and the confidentiality of your personal data. In this context, this Privacy Policy therefore explains the types of personal data Online collect and how we use it.

## 1. PERSONAL DATA WE COLLECT

When you sign up for our services and during the provision of those services, Online collects the following categories of data:

- i. Identification data: surname, forename, postal and email address, telephone number, customer number etc.
- ii. Billing and/or payment data: bank account details, methods of payment, bills, etc.
- iii. User data: services purchased, products used, charges, communications, etc.
- iv. Customer relationship data: requests for support, correspondence with customers, etc.

## 2. HOW WE USE YOUR DATA

Online uses your data to perform and manage your contract. This includes managing your Customer account and our contractual relationship, installing, maintaining, providing and managing the service purchased or the product ordered, providing support services, processing your requests, billing the service or product, handling complaints and disputes and debt recovery procedures, which may involve third parties. Online may also use automated analysis of the data you have provided to it in order to prevent possible payment difficulties and, if necessary, ask you for additional supporting documents or an advance on consumption. For more information, Online recommends you to contact its Customer Service.

These data are retained for up to 5 years from the end of the contractual relationship and/or for the time imposed by law. Without these data, Online would not be able to provide the services you have purchased.

Online may also use your data in its legitimate interests. Your data will allow Online to assess and improve its services and develop new services, and to implement loyalty, direct marketing, customer satisfaction and promotional campaigns. Unless you opt out, you may receive offers from Online or its commercial partners, by post and/or telephone, and emails promoting services similar to those offered by Online. With your express consent, Online may email you commercial information on other different types of services.

Your data may also be used to protect the security of the network and prevent fraud or as part of a merger, asset sale or transfer of all or part of its business, by transferring your Customer personal data to the one or more third parties involved in the transaction.

These data will be retained for the time needed to achieve those purposes and for no more than three years after the end of the contractual relationship, as regards direct marketing purposes.

Online may also use your data to respect its legal obligations (including under anti-fraud and money-laundering laws and the legislation on late payments and payment defaults) and/or to reply to requests submitted by public and governmental bodies. These data will be retained for the legal period only.

## 3. YOUR PREFERENCES REGARDING THE COLLECTION AND USE OF YOUR DATA

You may access your data, rectify it, request its erasure, object to processing on legitimate grounds relating to your particular situation and exercise your right to data portability, at any time,

via your Account Management Console or by emailing your request at: [privacy\[at\]scaleway.com](mailto:privacy[at]scaleway.com)

By sending an email to this address, you can also define instructions for the processing of your personal data after your death. According to the nature of your request, a proof of identity may be required.

Online is not under any obligation to erase the data needed for the purpose for which it was collected, required to ensure compliance with a statutory obligation and/or to confirm, exercise or defend rights before a court of law.

You can contact the Personal Data Protection Officer for questions relating to the protection of your personal data at: [dpo\[at\]jiliad.fr](mailto:dpo[at]jiliad.fr)

If you are not happy with our handling of a complaint, you may contact the French Data Protection Agency (*Commission Nationale de l'Informatique et des Libertés* or "CNIL"), in charge of regulating compliance with personal data obligations.

## 4. SECURITY OF YOUR DATA

Online takes all steps required to protect the personal data processed and carefully selects all its partners and service providers who may have to access your data. Your data is processed electronically and/or manually and, in both cases, Online ensures an appropriate level of security, protection and confidentiality based on the sensitivity of your data, using administrative, technical and physical measures preventing any loss or theft or any unauthorised use, disclosure or alteration of your data.

## 5. ACCESS TO YOUR PERSONAL DATA

Your personal data is processed by Online, its subcontractors and partners, to manage the contract and provide the services you have requested or authorised.

Your data may also be transferred to third parties, providing services or support and advice to Online.

On request, it may also be transferred to the persons and authorities granted access to personal data under applicable laws or regulations or provisions adopted by legally competent authorities.

Online's subcontractors and partners may be located outside the European Union. If they are located in a country that has not been recognised as providing an adequate level of protection, Online requires them to comply with its requirements for the security and confidentiality of your personal data and only authorised them to process your data for the purposes determined by Online. These subcontractors and partners must first sign the standard contractual clauses published by the European Commission.

## 6. AMENDMENTS TO THIS PRIVACY POLICY

This Privacy Policy may be amended, mainly to reflect changes in applicable laws and regulations and changes in our practices and technologies.

*Last update: May 2019*